

**PROMOTOR(A) OR COMMUNITY HEALTH WORKER
TRAINING AND CERTIFICATION PROGRAM**

2002 ANNUAL REPORT



**SUBMITTED BY THE
OFFICE OF PUBLIC HEALTH PRACTICE
TEXAS DEPARTMENT OF HEALTH**

**To The
BOARD OF HEALTH
TEXAS DEPARTMENT OF HEALTH**

January 31, 2003



Eduardo J. Sanchez, M.D., M.P.H.
Commissioner of Health

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Gary R. Bego
Chief Operating Officer

Charles E. Bell, M.D.
Executive Deputy Commissioner

January 31, 2003

This report is submitted in accordance with Texas Health and Safety Code, Chapter 48, 25 Texas Administrative Code, §§146.1–146.10, rules regarding Training and Certification of Promotores(as) or Community Health Workers (CHWs). This report covers the activities, accomplishments and expenditures of the Promotor(a) or Community Health Worker Training and Certification Advisory Committee for calendar year ending December 31, 2002.

The state of Texas is the first in the nation to certify community health workers. On December 6, 2002, the Texas Department of Health (TDH) certified the first six promotores(as) or community health workers (CHWs). Certification will give these workers needed skills, create job opportunities and reassure employers that the CHW has basic skills to work effectively in any setting. Prior to the implementation of the innovative certification program, there was a lack of standardization in the skill areas, which now make up the training requirements for this workforce.

This report includes information on Field Test Results of the draft application for CHWs (Attachment B), rollout of the application packet for certification of promotores(as) or CHWs (Attachment C), and program activities (Attachment D).

As we begin our work in 2003, the committee will provide guidance to the Texas Department of Health on development, field testing, and recommending qualifying applicants as instructors and sponsoring institutions.

Edna Dougherty
Presiding Officer
Promotor(a) or Community Health Worker
Training and Certification Advisory Committee

Mary Soto
Director
Office of Public Health Practice

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ANNUAL REPORT

March-December 2002

Promotor(a) or Community Health Worker (CHW)
Training and Certification Advisory Committee

MEETING DATES	COMMITTEE MEETINGS Tuesday, March 19, 2002, Austin, TDH, M-652. Tuesday, April 30, 2002, Austin, TDH, M-652. Tuesday, May 28, 2002, Austin, TDH, M-739. Tuesday, June 25, 2002, Edinburg, UT Pan American, ITT Building, #1.210, 1201 W. University Drive. Tuesday, August 27, 2002, San Antonio, Convention Center, 200 East Market Street, Concourse Level, Room 215. Tuesday, September 17, 2002, Austin, William P. Hobby Building, 333 Guadalupe, Room 1264. Wednesday, October 30, 2002, Austin, Brown-Heatly Building, 4900 North Lamar, Room 1530 Friday, November 15, 2002, Austin, TDH, Conference Call, Tower Building T-407. Monday, November 25, 2002, Austin, TDH, Conference Call, Tower Building T-709. Monday, December 2, 2002, Austin, TDH, Conference Call, Tower Building T-608. Friday, December 6, 2002, Dallas, Le Meridien Hotel, 650 North Pearl Street, Bordeaux Room. SUBCOMMITTEE MEETINGS Subcommittees did not hold meetings during 2002.			
ATTENDANCE	Attendance records for the Promotor(a)/CHW Training and Certification Advisory Committee meetings are shown in Attachment A.			
TASK 1	The committee shall advise the Board concerning rules to implement standards adopted under Chapter 48 relating to the training and regulation of persons working as Promotores(as) or CHWs.			
TASK	TASK DESCRIPTION	START/END	LEAD	STATUS/NEXT STEPS
1.1	Review rule to determine if committee wishes to recommend any rule amendments to the Board.	5/28/02 Ongoing	Edna Dougherty, Chair	PENDING 12/6/02 Advisory committee is still working on drafting amendments to 25 TAC, Sections 146.1-146.10. 5/28/02 Monty Waters, Assistant General

				Counsel, addressed the advisory committee at the 5/28/02 meeting to respond to questions regarding the rules (25 TAC Section 146.1-146.10).
TASK 2	The committee shall recommend to the Department qualifying Promotores(as) or CHW, instructors and sponsoring institutions.			
TASK	TASK DESCRIPTION	START/END	LEAD	STATUS/NEXT STEPS
2.1	Develop application for certification of Promotores(as) or Community Health Workers.	5/28/02 6/02	Cecilia Berrios	COMPLETED 10/02 English/Spanish instructions and applications for promotores(as) or community health workers certification were finalized and ready for field test by advisory committee members in their communities. 6/25/02 Advisory committee reviewed revised draft application for certification of Promotores(as). Edna Dougherty, Chair, indicated that additional changes would be made once the subcommittee on Promotor(a) or CHW Application Process began its work. 5/28/02 Advisory committee reviewed first draft application at 5/28/02 meeting. Made recommendations for changes to be reviewed 6/25/02.
2.2	Conduct field test of application for certification of promotores(as) or community health workers.	9/02 10/02	Advisory committee	COMPLETED 10/30/02 Some 117 promotores(as) or community health workers participated in testing the ease of completion of the draft

				English/Spanish application for certification. The response was extremely positive and recommendations were made by stakeholders to refine the application, see Attachment B.
2.3	Develop method for recommending qualifying applicants as Promotores/CHWs.	10/02 11/02	Advisory Committee	COMPLETED Advisory committee reviewed and recommended changes to application review form prepared by Ms. Berrios.
2.4	Review and recommend qualifying applicants as Promotores/CHWs to the Department for certification.	11/02 On-going	Advisory committee	ON-GOING 11/25/02 Advisory committee reviewed the first six applications for certification of promotores(as) or community health workers on 11/25/02. The first six community health workers were certified on December 6 at the Dallas CHW state conference.
2.5	Roll-out promotor(a) or community health worker application packets at 12/6/02 state CHW conference in Dallas.	12/02	Advisory committee	COMPLETED 12/6/02--Advisory committee conducted three workgroup sessions in English/Spanish at state Community Health Worker Conference in Dallas. More than 60 community health workers participated in these sessions offering helpful hints on how to complete the application. Committee members served as customer relations representatives in an effort to make the application process user-friendly, see Attachment C.

TASK 3	The committee shall carry out any other tasks given to the committee by the Board.			
TASK	TASK DESCRIPTION	START/END	LEAD	STATUS/NEXT STEPS
3.1	None at this time.			
OTHER ACTIONS				
PROCESS DESIGN	Processes and timelines for application development and review are shown on Attachment D.			
ANTICIPATED ACTIVITIES FOR 2003	<p>Review rule to determine if committee wishes to recommend any rule amendments to the Board.</p> <p>The committee shall recommend to the Department qualifying Promotores(as) or CHW, instructors and sponsoring institutions for certification.</p> <p>The committee shall carry out any other tasks given to the committee by the Board.</p>			
COSTS RELATED TO COMMITTEE	<p>At this time, committee members are not reimbursed for travel expenses. Here are the estimated costs to support the committee.</p> <p>Advisory Committee: \$378.00 COSTS ASSOCIATED WITH SUPPORTING REQUIREMENTS OF THE PROMOTOR(A) OR COMMUNITY HEALTH WORKER TRAINING AND CERTIFICATION ADVISORY COMMITTEE; POSTAGE AND CONSUMABLES .</p> <p>Direct Mailings 6 mailings for 9 members at \$1.50/correspondences : \$81.00 FEDEX 3 overnight mailings for 9 members @ \$5: \$135.00 Copies meeting materials (approximately 15 sheets per package): \$162.00 (9 packages X 12 months X .10 per copy)</p> <p>Personnel: \$25,000.00 Office of Public Health Practice, Program Specialist III (state funds), at 50% for 12 months.</p> <p>TOTAL: \$25,378.00</p>			

Attachment A

Attendance Record and Membership

**Promotor(a)/Community Health Worker Training and Certification Program
Record of Attendance 2002**

Member	2002										
	Mar 19	Apr 30	May 28	Jun 25	Aug 27	Sep 17	Oct 30	Nov 15	Nov 25	Dec 2	Dec 6
Camarena, Graciela											
De Llano, Maria Teresa											
Dougherty, Edna (Presiding Officer)											
Hernandez, Elaine											
Hunt, Kevin	V	V	V			V	V	V	V	V	V
Kelly, Elizabeth											
Muñoz, Oscar											
Villas, Paul											
Zuniga, Lorenza											

KEY: = Attended

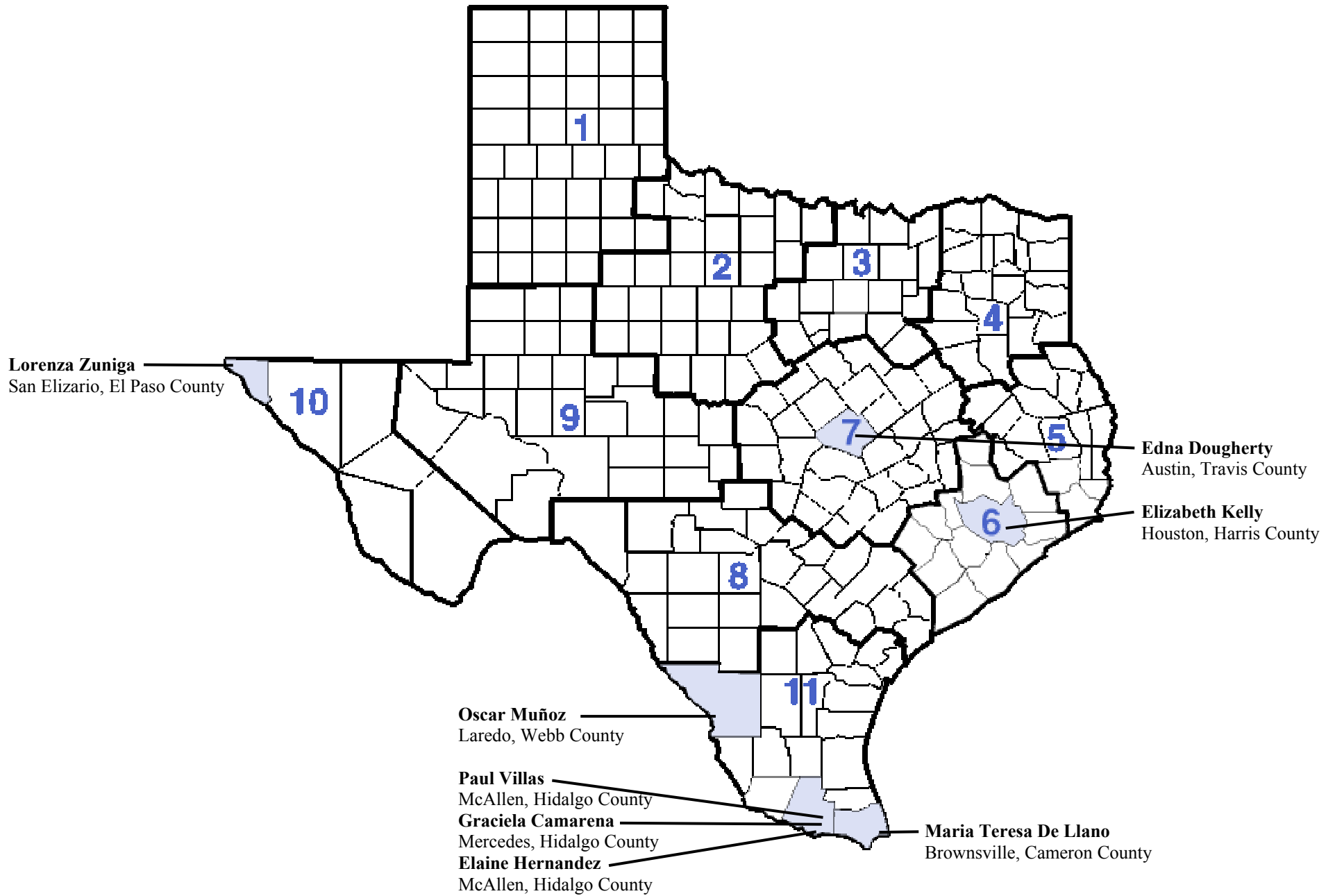
= Absent

V = Vacant

CURRENT MEMBERSHIP
PROMOTOR(A) OR COMMUNITY HEALTH WORKER (CHW)
TRAINING AND CERTIFICATION ADVISORY COMMITTEE

MEMBER*	CITY	COUNTY	PHR	PROFESSION/OCCUPATION	CATEGORY
Graciela Camarena	Mercedes	Hidalgo	11	Program Specialist Migrant Health Promotion	CHW
Maria Teresa De Llano	Brownsville	Cameron	11	Consultant One Border Foundation/Mano a Mano	CHW
Lorenza Zuniga	San Elizario	El Paso	10	Outreach Coordinator Texas Tech University, Border Health Office	CHW
Vacant					CHW
Edna Dougherty	Austin	Travis	7	Volunteer	Public Member
Elaine Hernandez	McAllen	Hidalgo	11	Research Assistant, Texas A&M University (TAMU) South Texas School of Rural Public Health	Public Member
Paul Villas, DEd, CHES	McAllen	Hidalgo	11	Executive Director Border Health Office, UT Pan American	Higher Education
Elizabeth Kelly, PhD	Houston	Harris	6/5S	Program Director De Madres a Madres, Inc.	Professional Working with CHWs
Oscar Muñoz	Laredo	Webb	11	Regional Director Center for Housing and Urban Development Colonias Project, TAMU	Professional Working with CHWs

* Address correspondence to: (Member), c/o Cecilia Berrios, Public Health Promotion Program, Texas Department of Health, 1100 West 49th Street, Austin, TX 78756-3199; (512) 458-4705, FAX (512) 458-7476; e-mail: chw@tdh.state.tx.us



Attachment B

**Field Test Results of the
Promotor(a) or Community Health Worker Draft Application**



Eduardo J. Sanchez, M.D., M.P.H.
Commissioner of Health

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Executive Deputy Commissioner

MEMORANDUM

TO: Promotor(a) or CHW Advisory Committee

FROM: Cecilia Berrios

DATE: November 8, 2002

SUBJECT: FIELD TEST RESULTS

Here are the results of the Field Test of the application for certification of promotores(as) or community health workers. Please review the information on the spreadsheet for accuracy. As you can see, 117 promotores(as) participated in testing the ease of completion of the draft application. Their comments will help us improve and refine the application.

We will complete our discussion of these findings at the November 15 conference call set for 3-5 p.m. The bridge operator will call each of you and patch you in around 3 p.m. Please be available around that time.

Should you have any questions, please let me know.

C: Senator Eliot Shapleigh

Promotor(a)/CHW Training and Certification Program

Field Test Results

Form A---Section I. Personal Information																	
#	COMMITTEE PERSON	CITY	DATE	NUMBER OF PARTICIPANTS	NUMBER OF ENGLISH	NUMBER OF SPANISH	RANKING 1	2	3	4	5	6	7	8	9	10	TOTAL
1	Camarena, G.	Harlingen	10/28/02	9	2	7	4	4	1								9
2	De Llano, M. T.	Brownsville	10/23/02	14	0	14	11	1			2						14
3	Dougherty, E.	Austin	10/26/02	11	2	9	11										11
4	Dougherty, E.	San Antonio	10/18/02	13	7	6	13										13
5	Kelly, E.	Houston		18	0	18	11	3	1		1						16
6	Kelly, E.	Houston		18	18	0	13	4		1							18
7	Munoz, O.	Laredo	10/29/02	14	10	4	14										14
8	Villas, P.	Edinburg	10/15/02	8	3	5	8										8
9	Zuniga, L.	El Paso	10/11/02	12	3	9	12										12
						TOTAL	97	12	2	1	3	0	0	0	0	0	115
						% DISTRIB	84.3%	10.4%	1.7%	0.9%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	
Form A---Section II. Background Information																	
#	COMMITTEE PERSON	CITY	DATE	NUMBER OF PARTICIPANTS	NUMBER OF ENGLISH	NUMBER OF SPANISH	RANKING 1	2	3	4	5	6	7	8	9	10	TOTAL
1	Camarena, G.	Harlingen	10/28/02	9	2	7	4	5									9
2	De Llano, M. T.	Brownsville	10/23/02	14	0	14	13		1								14
3	Dougherty, E.	Austin	10/26/02	11	2	9	2	9									11
4	Dougherty, E.	San Antonio	10/18/02	13	7	6	13										13
5	Kelly, E.	Houston		18	0	18	11	3		1	1						16
6	Kelly, E.	Houston		18	18	0	15	2		1							18
7	Munoz, O.	Laredo	10/29/02	14	10	4	14										14
8	Villas, P.	Edinburg	10/15/02	8	3	5	8										8
9	Zuniga, L.	El Paso	10/11/02	12	3	9	12										12
						TOTAL	92	19	1	2	1	0	0	0	0	0	115
						% DISTRIB	80.0%	16.5%	0.9%	1.7%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	

**Promotor(a)/CHW Training and Certification Program
Field Test Results**

Form A---Section III. Education																	
#	COMMITTEE PERSON	CITY	DATE	NUMBER OF PARTICIPANTS	NUMBER OF ENGLISH	NUMBER OF SPANISH	RANKING 1	2	3	4	5	6	7	8	9	10	TOTAL
1	Camarena, G.	Harlingen	10/28/02	9	2	7	5		2					1		1	9
2	De Llano, M. T.	Brownsville	10/23/02	14	0	14	13							1			14
3	Dougherty, E.	Austin	10/26/02	11	2	9						11					11
4	Dougherty, E.	San Antonio	10/18/02	13	7	6		13									13
5	Kelly, E.	Houston		18	0	18	12	3					1				16
6	Kelly, E.	Houston		18	18	0	13	2	1		1		1				18
7	Munoz, O.	Laredo	10/29/02	14	10	4	12	1			1						14
8	Villas, P.	Edinburg	10/15/02	8	3	5	8										8
9	Zuniga, L.	El Paso	10/11/02	12	3	9	12										12
						TOTAL	75	19	3	0	2	11	2	2	0	1	115
						% DISTRIB	65.2%	16.5%	2.6%	0.0%	1.7%	9.6%	1.7%	1.7%	0.0%	0.9%	
Form A---Section IV. Current Employment																	
#	COMMITTEE PERSON	CITY	DATE	NUMBER OF PARTICIPANTS	NUMBER OF ENGLISH	NUMBER OF SPANISH	RANKING 1	2	3	4	5	6	7	8	9	10	TOTAL
1	Camarena, G.	Harlingen	10/28/02	9	2	7		2	5	2							9
2	De Llano, M. T.	Brownsville	10/23/02	14	0	14	5	3	1	1							10
3	Dougherty, E.	Austin	10/26/02	11	2	9			11								11
4	Dougherty, E.	San Antonio	10/18/02	13	7	6		13									13
5	Kelly, E.	Houston		18	0	18	9	2	4	2	1						18
6	Kelly, E.	Houston		18	18	0	7	4	6		1						18
7	Munoz, O.	Laredo	10/29/02	14	10	4	4	5	3		2						14
8	Villas, P.	Edinburg	10/15/02	8	3	5	8										8
9	Zuniga, L.	El Paso	10/11/02	12	3	9	6	5	1								12
						TOTAL	39	34	31	5	4	0	0	0	0	0	113
						% DISTRIB	34.5%	30.1%	27.4%	4.4%	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%	

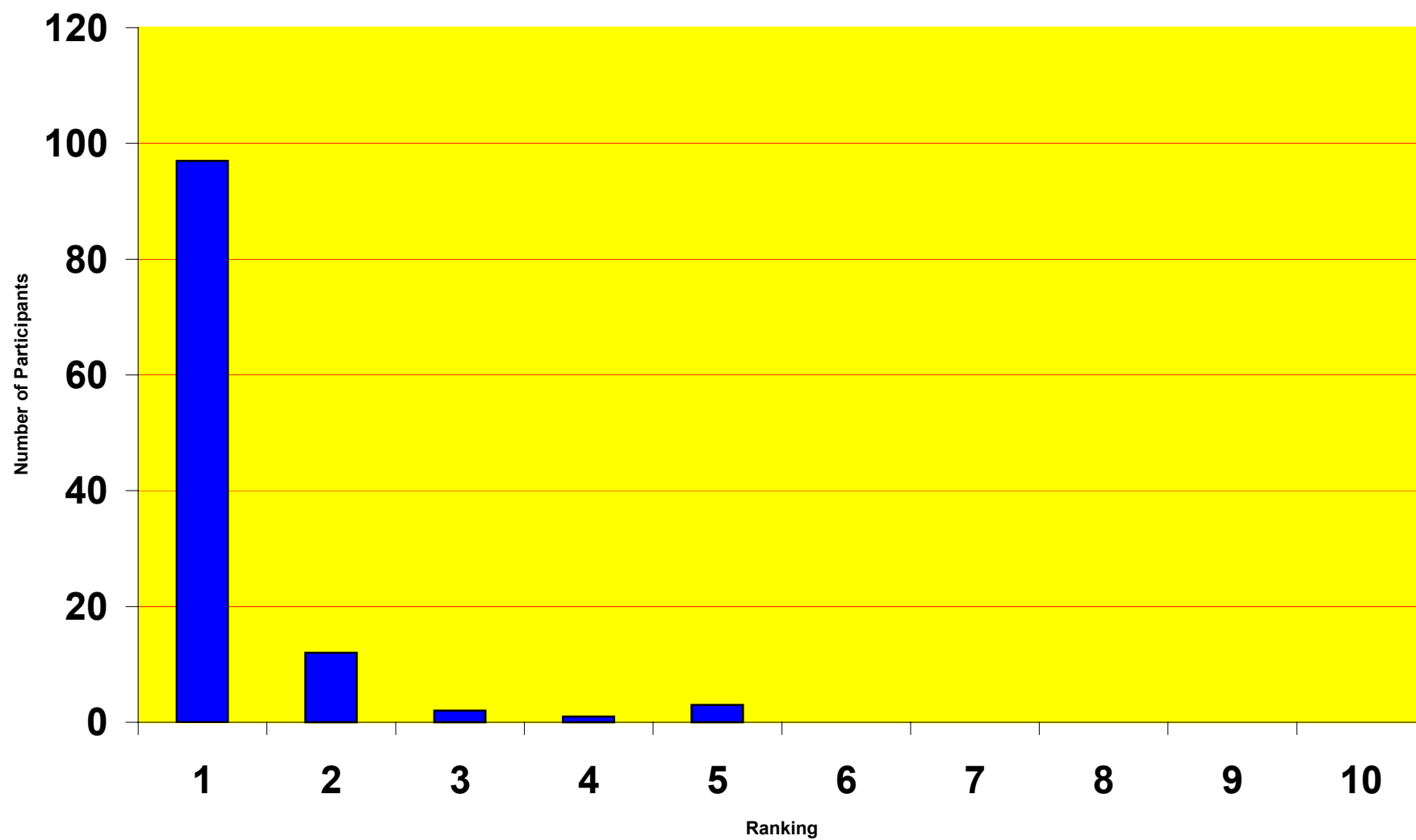
Promotor(a)/CHW Training and Certification Program
Field Test Results

Form B---Section V. Experience																	
#	COMMITTEE PERSON	CITY	DATE	NUMBER OF PARTICIPANTS	NUMBER OF ENGLISH	NUMBER OF SPANISH	RANKING 1	2	3	4	5	6	7	8	9	10	TOTAL
1	Camarena, G.	Harlingen	10/28/02	9	2	7	1	4	4								9
2	De Llano, M. T.	Brownsville	10/223/02	14	0	14				1							1
3	Dougherty, E.	Austin	10/26/02	11	2	9	11										11
4	Dougherty, E.	San Antonio	10/18/02	13	7	6						13					13
5	Kelly, E.	Houston		18	0	18	7	7	1	1	1		1				18
6	Kelly, E.	Houston		18	18	0	6	6	2	2	2						18
7	Munoz, O.	Laredo	10/29/02	14	10	4	7	5	1		1						14
8	Villas, P.	Edinburg	10/15/02	8	3	5			8								8
9	Zuniga, L.	El Paso	10/11/02	12	3	9	2	9	1								12
						TOTAL	34	31	17	4	4	13	1	0	0	0	104
						% DISTRIB	32.7%	29.8%	16.3%	3.8%	3.8%	12.5%	1.0%	0.0%	0.0%	0.0%	
Form C---Section VI. Training																	
#	COMMITTEE PERSON	CITY	DATE	NUMBER OF PARTICIPANTS	NUMBER OF ENGLISH	NUMBER OF SPANISH	RANKING 1	2	3	4	5	6	7	8	9	10	TOTAL
1	Camarena, G.	Harlingen	10/28/02	9	2	7				1	1		1	1	2	3	9
2	De Llano, M. T.	Brownsville	10/23/02	14	0	14	1										1
3	Dougherty, E.	Austin	10/26/02	11	2	9		11									11
4	Dougherty, E.	San Antonio	10/18/02	13	7	6		13									13
5	Kelly, E.	Houston		18	0	18	13	2	3								18
6	Kelly, E.	Houston		18	18	0	15	2	1								18
7	Munoz, O.	Laredo	10/29/02	14	10	4	5			3	1		1			4	14
8	Villas, P.	Edinburg	10/15/02	8	3	5			8								8
9	Zuniga, L.	El Paso	10/11/02	12	3	9	2	9	1								12
						TOTAL	36	37	13	4	2	0	2	1	2	7	104
						% DISTRIB	34.6%	35.6%	12.5%	3.8%	1.9%	0.0%	1.9%	1.0%	1.9%	6.7%	

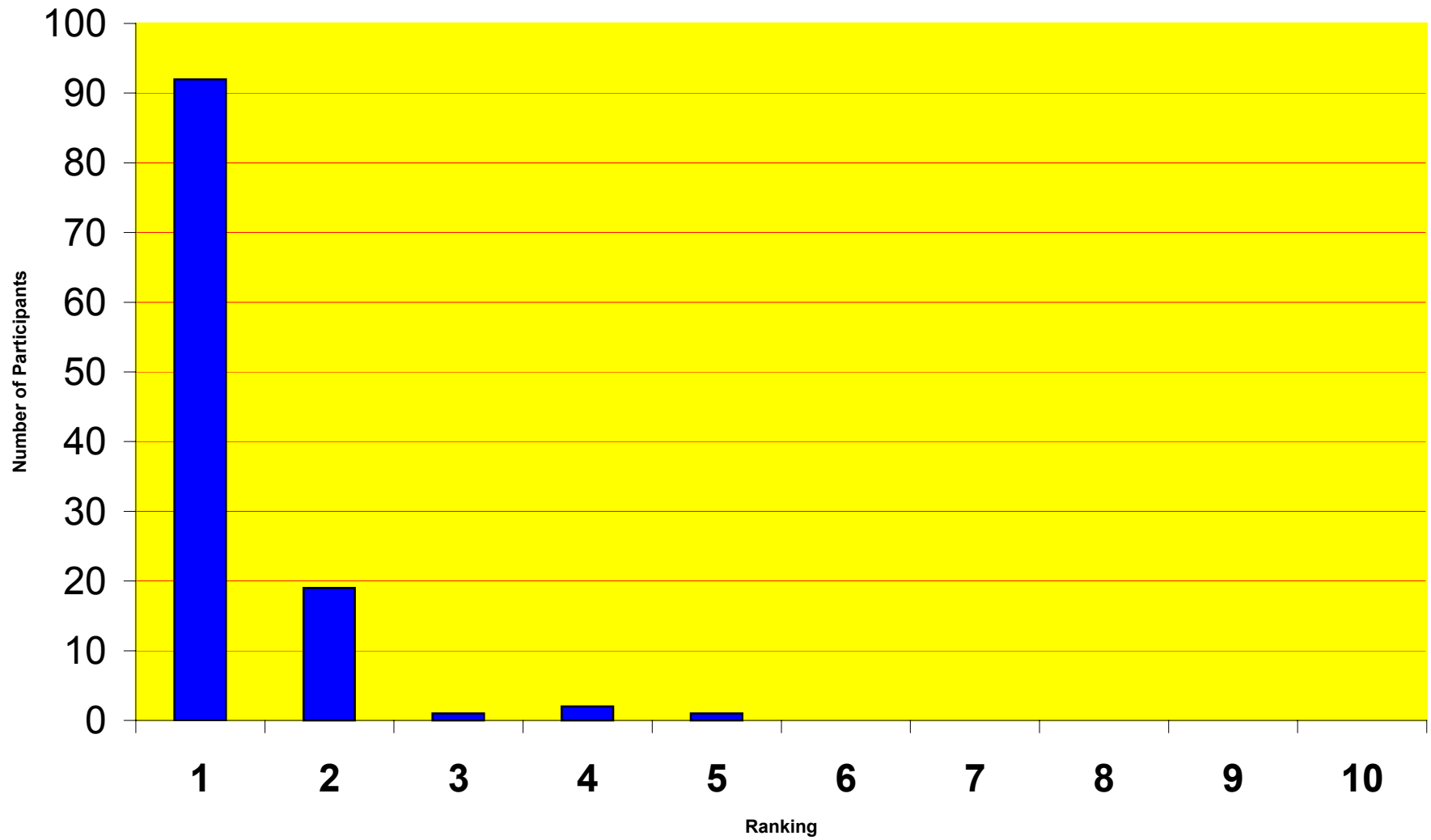
**Promotor(a)/CHW Training and Certification Program
Field Test Results**

Form D---Section VII. Application Signature																	
#	COMMITTEE PERSON	CITY	DATE	NUMBER OF PARTICIPANTS	NUMBER OF ENGLISH	NUMBER OF SPANISH	RANKING 1	2	3	4	5	6	7	8	9	10	TOTAL
1	Camarena, G.	Harlingen	10/28/02	9	2	7			5	4							9
2	De Llano, M. T.	Brownsville	10/23/02	14	0	14	11	1					1	1			14
3	Dougherty, E.	Austin	10/26/02	11	2	9	11										11
4	Dougherty, E.	San Antonio	10/18/02	13	7	6	13										13
5	Kelly, E.	Houston		18	0	18	8	3	3	3	1						18
6	Kelly, E.	Houston		18	18	0	5	3	4	4	1		1				18
7	Munoz, O.	Laredo	10/29/02	14	10	4	11	1		1	1						14
8	Villas, P.	Edinburg	10/15/02	8	3	5	8										8
9	Zuniga, L.	El Paso	10/11/02	12	3	9	12										12
						TOTAL	79	8	12	12	3	0	2	1	0	0	117
						% DISTRIB	67.5%	6.8%	10.3%	10.3%	2.6%	0.0%	1.7%	0.9%	0.0%	0.0%	

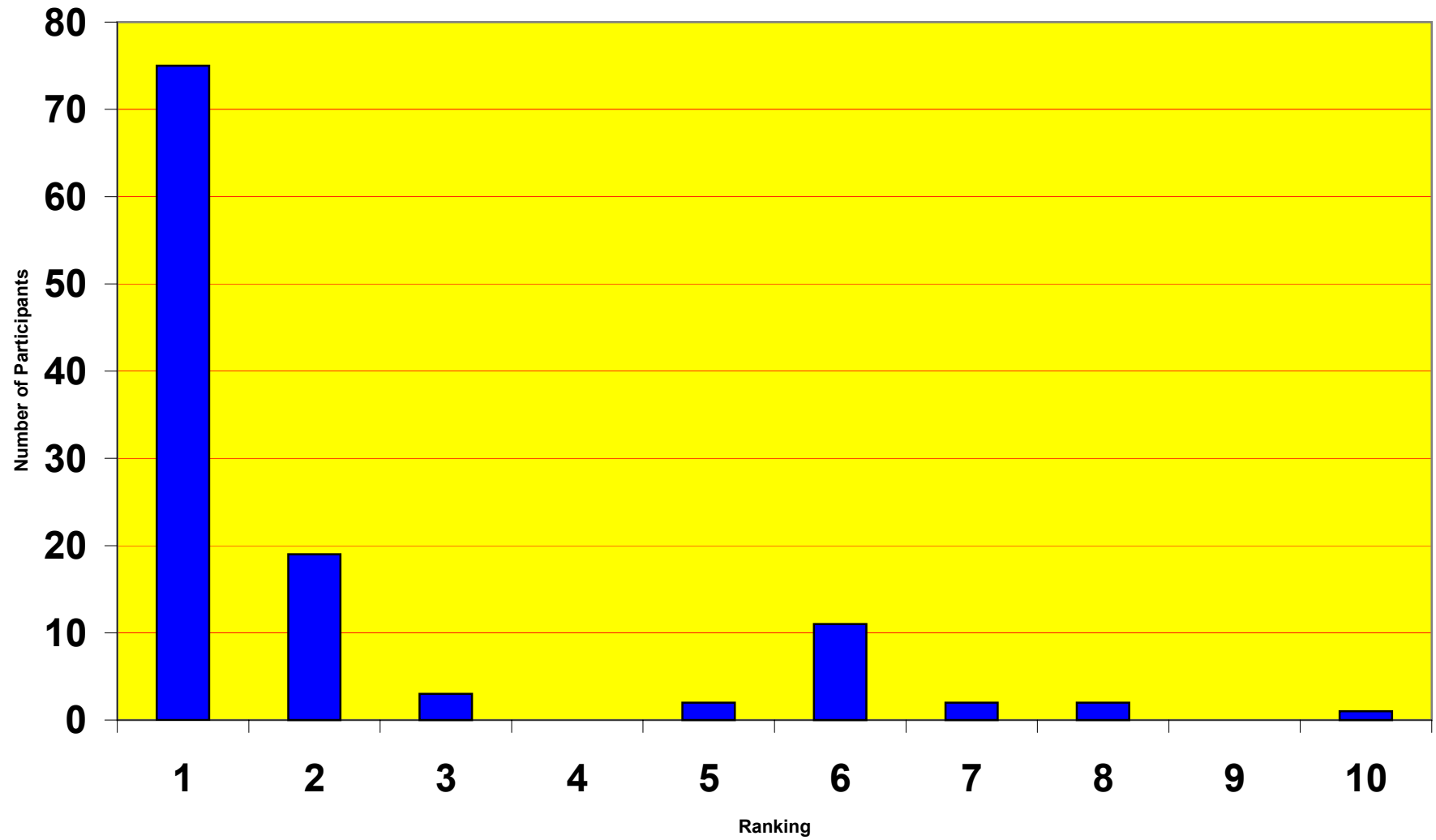
Section I. Personal Information



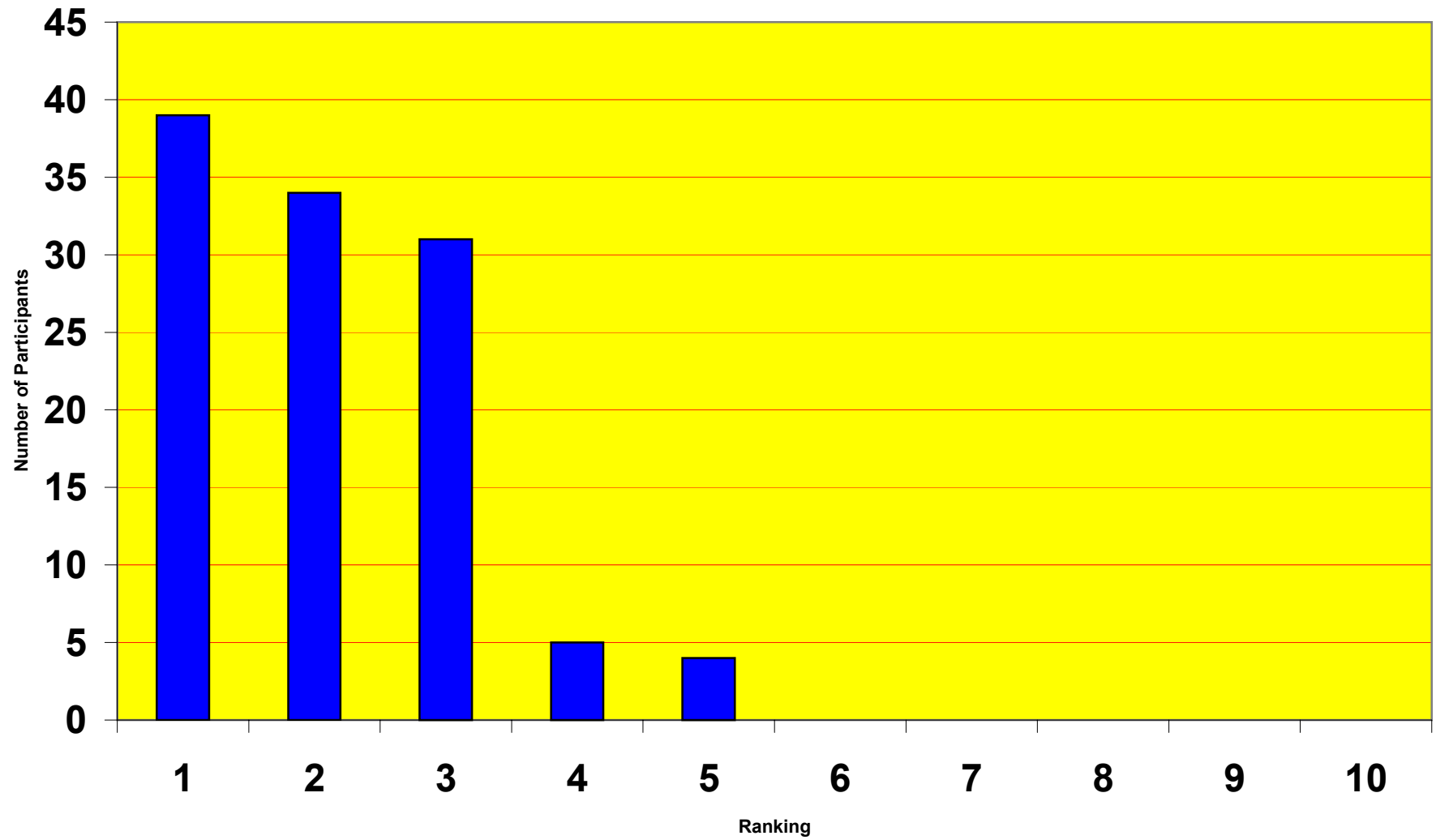
Section II. Background Information



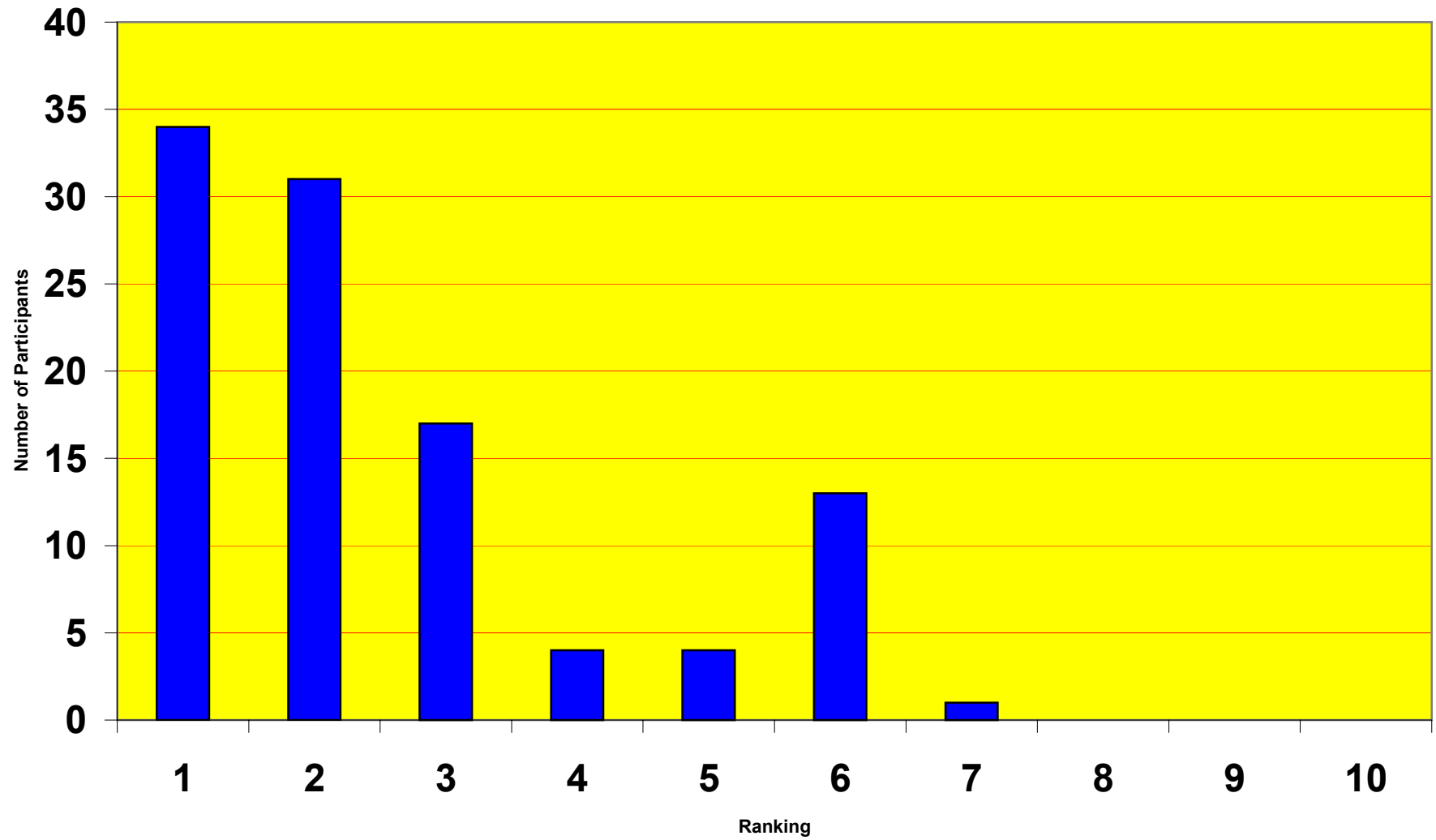
Section III. Education



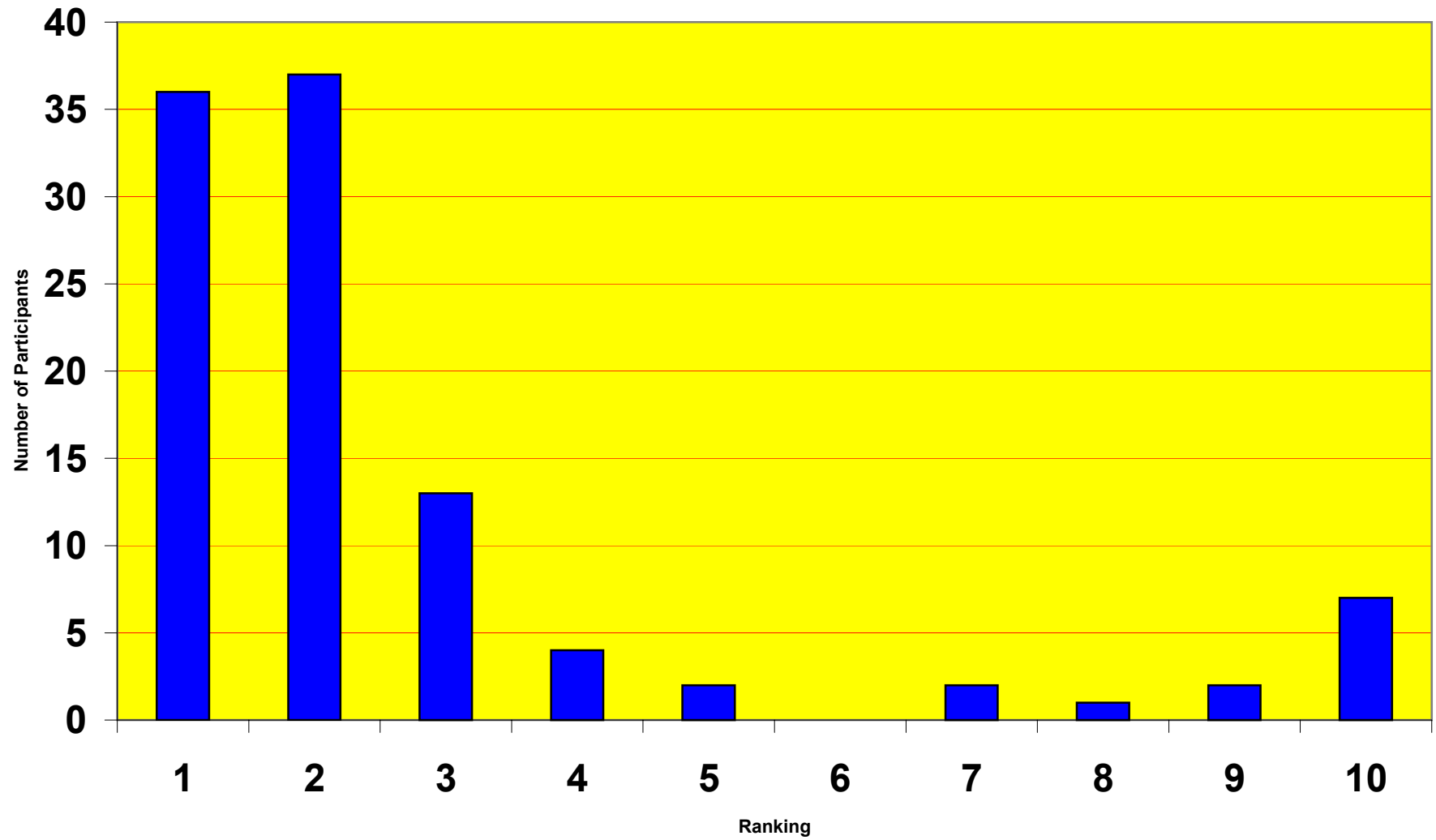
Section IV. Current Employment



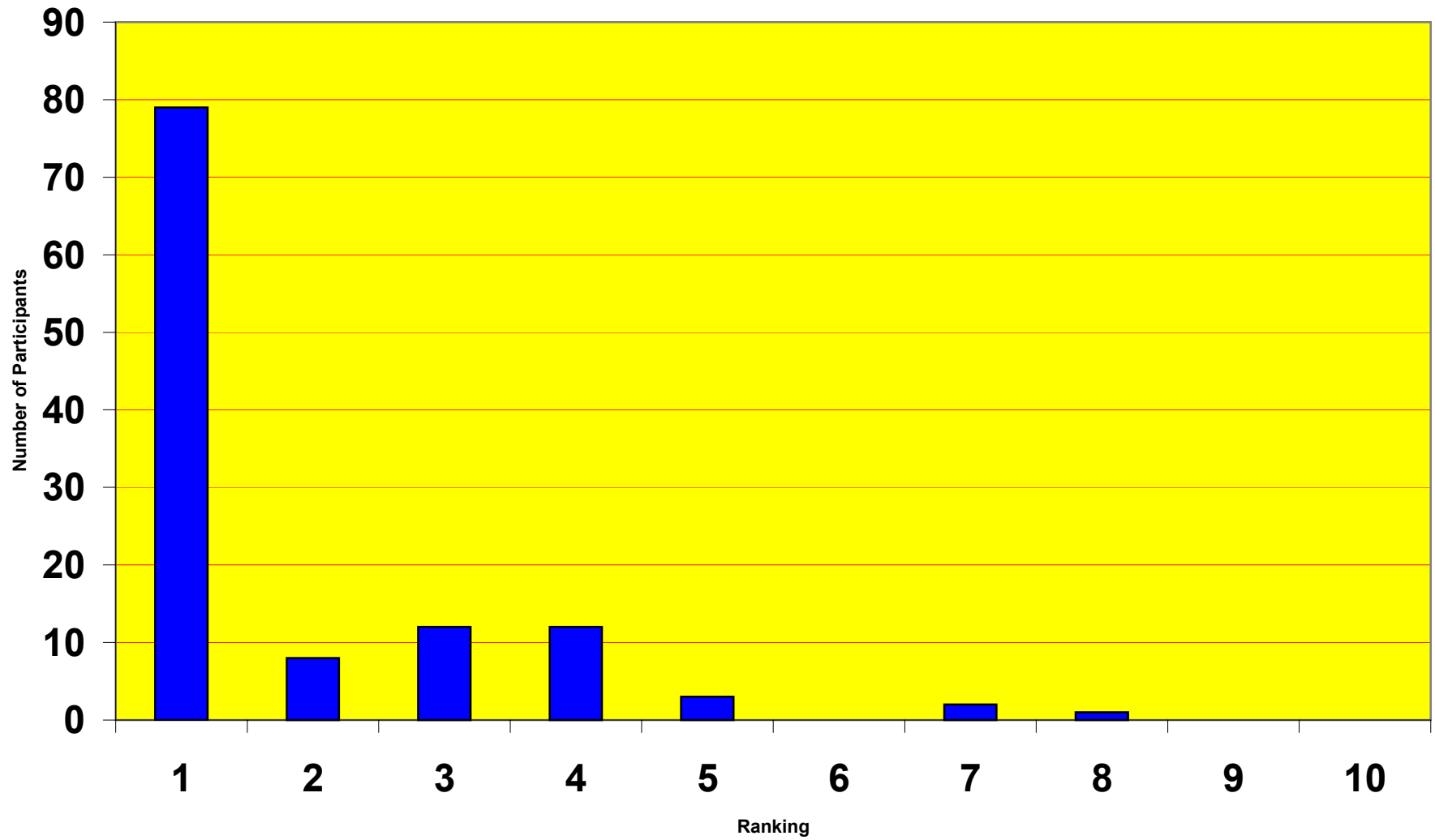
Section V. Experience



Section VI. Training



Section VII. Application Signature



Attachment C

Rollout of the

Promotor(a) or Community Health Worker Application Packet

PROMOTOR(A)/COMMUNITY HEALTH WORKER TRAINING AND CERTIFICATION PROGRAM



PROGRAMA PARA CAPACITACIÓN Y CERTIFICACIÓN DEL PROMOTOR(A)/TRABAJADOR(A) COMUNITARIO DE SALUD

**TEXAS DEPARTMENT OF HEALTH
DEPARTAMENTO DE SALUD DE TEXAS**



PROMOTOR(A)/COMMUNITY HEALTH WORKER TRAINING AND CERTIFICATION PROGRAM

Certification of the First Six Promotoras at the Texas Second Annual Community Health Workers Workshop Le Meridien Hotel, Dallas, Texas Friday, December 6, 2002

On Friday, December 6, 2002, the Promotor(a)/Community Health Worker (CHW) Training and Certification Program Advisory Committee participated in the Texas Second Annual Community Health Worker Workshop held at Le Meridien Hotel in Dallas, Texas. The workshop provided opportunities for the Texas Department of Health (TDH), Public Health Promotion (PHP) Program, to present on the progress of the Promotor(a)/CHW Training and Certification Program and for the Advisory Committee to rollout the certification phase by awarding its first six CHW certifications.

The workshop session began with a panel presentation on the Promotor(a)/CHW Training and Certification Program moderated by Cecilia Berrios, Community Health Promotion Specialist, in the TDH PHP Program.



TDH Staff Cecilia Berrios presents overview of the training and certification program.

Advisory Committee Chair Edna Dougherty covered the significance of training and certification for promotoras and Texas communities.



The panel was comprised of three Advisory Committee members: Edna Dougherty, Oscar Munoz, and Lorenza Zuniga.



Dr. Darryl M. Williams, Executive Director, Office of Border Health, Texas Tech University Health Sciences Center, El Paso, Texas, makes introductory remarks regarding the CHW presentation and the Texas experience.

After Ms. Dougherty's presentation, Advisory Committee member Lorenza Zuniga, a community health worker, provided her perspective on the training and certification of promotoras. She emphasized how certification will help promotores(as) achieve a more widely recognized role in the health-related workforce in Texas.



Advisory Committee member Lorenza Zuniga presents a community health worker's perspective.

The panel presentation continued with Mr. Oscar Muñoz informing attendees how promotoras have the trust of the community and how they provide a bridge for communication and access to public health services—a critical link between agencies and people.



Advisory Committee member Oscar Muñoz presents an employer's perspective.

After Mr. Muñoz's presentation, the audience was engaged in a questions and answers discussion.



The audience listened and asked questions.

After the presentation and panel discussion, the Advisory Committee held their official monthly meeting. Part of the meeting was devoted to review of the CHW certification packets that the TDH Public Health Promotion Program had assembled. The CHW certification packets were provided to attendees interested in applying for certification. The Advisory Committee members conducted three afternoon orientation sessions to explain the materials in the packets.



TDH Public Health Promotion Program Director Donna C. Nichols provides an overview of the CHW application packet to the Advisory Committee.



Advisory Committee members review the promotor application packet in preparation for the afternoon orientation sessions.

With business concluded, the Advisory Committee adjourned and went to the luncheon where CHW certification ceremonies were held. At the end of lunch, the moderator introduced Ms. Debra Stabeno, M.P.H., TDH Deputy Commissioner for Programs, who was representing Commissioner of Health Eduardo J. Sanchez, M.D., M.P.H. She discussed the public health priorities set by the Texas Department of Health and how promotoras can play a key role in meeting those priorities. For example, community health workers can help

- Increase immunization rates in their communities and
- Educate communities about nutrition and physical activity.



TDH Deputy Commissioner for Programs Debra Stabeno, M.P.H., speaks to the importance of community health workers in Texas communities.

At the conclusion of Ms. Stabeno's speech, Ms. Stabeno and Ms. Edna Dougherty recognized and awarded CHW certificates to six community health workers. The six certified community health workers were:

- Graciela Camarena
- Maria Teresa de Llano
- Genoveva Martinez
- Fidelia Onsurez
- Trinidad Soto
- Lorenza Zuniga



Advisory Committee Chair Edna Dougherty makes introductory remarks during the award ceremony.



Advisory Committee member Graciela Camarena receives her CHW certificate.



Advisory Committee member Maria Teresa de Llano receives her CHW certificate.



Genoveva Martinez receives her CHW certificate.



Advisory Committee member Lorenza Zuniga receives her CHW certificate.



Fidelia Onsurez receives her CHW certificate.



The first six certified community health workers receive congratulatory applause from everyone present.



Trinidad Soto receives her CHW certificate.

Having concluded this portion of the program, special recognition was given to the TDH Public Health Promotion Program by Health Education Training Centers Alliance of Texas (HETCAT) and Texas Tech University Health Sciences Center at El Paso for co-sponsoring this workshop in Dallas. After a few closing remarks, members of the Advisory Committee conducted three orientation sessions, which explained the contents and process for applying to become a certified CHW. Approximately 75 persons attended the three sessions.



Advisory Committee member Dr. Elizabeth Kelly provides an orientation on the CHW application packet in English to attendees at one of the three sessions held.



Advisory Committee member Graciela Camarena provides an orientation on the CHW application packet in Spanish.

This concluded the workshop portion that was held on Friday, December 6th, amid an atmosphere of excitement, intense emotion, and elation over the state's first certified community health workers. In addition, about 125 packets were distributed for CHWs to apply for certification. This is an initial step in enhancing the community health workforce in Texas.

Attachment D

Training and Certification Tracking System

TRAINING AND CERTIFICATION TRACKING SYSTEM

March 2002-December 2003 (Revised 1/30/03)

Promotor(a)/Community Health Worker (CHW)
Training and Certification Program

REQUIRED ACTIVITIES	Establish and operate a program to train and certify Promotores(as) or CHW, instructors and sponsoring institutions.			
ACTIVITY 1	APPLICATION DESIGN AND PROCESS: Develop application forms as required by rule for certification of Promotores(as)/CHWs, instructors and sponsoring institutions. Develop processes for accepting applications and communicating with applicants as needed.			
TASK	TASK DESCRIPTION	START/END	LEAD	STATUS/NEXT STEPS
1.1	Prepare draft application for certification of promotor(a) or CHW for review by Jim Zukowski with Professional Licensing.	5/21/02 8/27/02	Cecilia Berrios	COMPLETED 6/25/02: Dr. Zukowski reviewed revised application and made additional recommendations for revision. 5/24/02: Dr. Jim Zukowski reviewed first draft application and made recommendations for revisions.
1.2	Review draft application for promotor(a) or CHW by advisory committee.	5/28/02 8/27/02	Advisory committee	COMPLETED 6/25/02: Advisory committee reviewed revisions of application for certification of promotores(as) at meeting in Edinburg on 6/25. Committee indicated that further recommendations would be identified by subcommittee. 5/28/02: Advisory committee reviewed first draft application

				at 5/28/02 meeting. Recommended changes to be reviewed at 6/25/02 meeting.
1.3	Conduct Field Test of promotor(a) or CHW application using focus groups to test ease of completion.	9/17/02 10/29/02	Advisory Committee	COMPLETED 10/30/02: Committee members presented field test results. 9/17/02: TDH staff presented Field Test Guide to advisory committee and they will present results at 10/30/02 meeting.
1.4	Make revisions to English and Spanish applications based on Field Test results. Print applications, develop handouts for CHW application packet, and translate CHW application and instructions into Spanish.	11/1/02 12/6/02	Cecilia Berrios	COMPLETED 12/6/02 CHW application packet was completed, including English/Spanish CHW application, instructions and other handouts. Some 200 packets were prepared for 12/6/02 roll-out at the CHW state conference in Dallas.
1.5	Completion of CHW application by three CHWs who serve on advisory committee as well as icon CHWs identified by committee. Schedule advisory committee meetings to review these applications and make recommendations of qualifying applicants to TDH.	11/18/02 12/2/02	Advisory Committee	COMPLETED 12/6/02 TDH certified the first six promotoras or CHWs in Texas at the state CHW conference in Dallas. Advisory committee reviewed applications at meetings set for 11/25/02 and 12/2/02.
1.6	Present certificates to committee members who are certified at CHW State Workshop in Dallas. Provide information on certification at Dallas meeting.	11/15/02 12/6/02	TDH and Advisory Committee	COMPLETED 12/6/02 TDH presented certificates to the first six certified CHWs. TDH staff identified vendor for safety certificate paper and generated certificates, including expiration date and audit number for 12/6/02 presentation. Advisory committee members conducted

				three sessions on how to complete the CHW application at the Dallas conference. Nearly 100 interested CHWs, employers, instructors and sponsoring institutions participated.
1.7	Roll-out application packets to CHWs statewide via mail distribution, CHW website and meetings.	12/02 1/03	TDH Staff	PENDING 1/03 Roll-out of CHW application packet was achieved via electronic announcement through database distribution, TDH Blue Board, and on-going response to interested callers. Posting of CHW application packet on web site is pending.
1.8	Prepare outline of steps for processing Promotor(a) or CHW applications.	11/15/02 11/25/02	Cecilia Berrios	COMPLETED 11/25/02 TDH staff developed a review form to be used by advisory committee to consider qualifying applicants.
1.9	Review outline of steps for processing Promotor(a) or CHW applications by advisory committee.	11/25/02 12/6/02	Advisory committee	COMPLETED 11/25/02 Advisory committee recommended revisions to the review form.
1.10	Prepare 2002 Annual Report to Board of Health.	1/03	Cecilia Berrios	COMPLETED 1/30/03 Prepared 2002 Annual Report to Board of Health. Edna Dougherty reviewed it and approved the report detailing committee activities.
1.11	Review and recommend to TDH qualifying applicants for certification as promotores(as) or CHWs.	1/17/03 On-going	Advisory committee	ON-GOING Advisory committee reviews applications at committee meetings as charged by 25 TAC, Section 146.2.

1.12	Prepare draft application for certification of instructors and sponsoring institutions for review by Jim Zukowski with Professional Licensing.	1/21/03 3/25/03	Cecilia Berrios	
1.13	Review draft application for instructors and sponsoring institutions by advisory committee.	3/21/03	Advisory committee	
1.14	Conduct Field Test of instructor and sponsoring institution application using focus groups to test ease of completion.	4/03 5/03	Advisory Committee	
1.15	Make revisions to English and Spanish applications based on Field Test results. Print applications, develop handouts for instructor and sponsoring institution application packet, and translate instructor and sponsoring institution application and instructions into Spanish.	5/03 6/03	Cecilia Berrios	
1.16	Roll-out application packets to instructors and sponsoring institutions statewide via mail distribution, CHW website and meetings.	7/03 8/03	Cecilia Berrios	
1.17	Prepare outline of steps for processing instructor and sponsoring institution applications.	6/03 7/03	Cecilia Berrios	
1.18	Review outline of steps for processing instructor and sponsoring institution applications by advisory committee.	7/03	Advisory committee	
ACTIVITY 2	<p>DATABASE DESIGN:</p> <p>Work with technical support to develop a database in ACCESS to track applicants for the certification program.</p>			
TASK	TASK DESCRIPTION	START/END	LEAD	STATUS/NEXT STEPS

2.1	Identify technical support for database design.	7/02 10/02	Cecilia Berrios	COMPLETED 10/02: James Arldt with TDH will serve as database designer and technical support. 7/9/02: Met with Phil Barret with DIR and Helena Tantillo, Managing Director, KPMG Consulting (contractor for DIR) to discuss database design and request cost estimates. Also, discussed TexasOnline. Cost estimates were too high.
2.2	Work with technical support to develop tracking system for applications, renewals and reporting requirements.	8/27/02 On-going	Cecilia Berrios	ON-GOING 10/02 Met with James Arldt to explain our needs for database design. 11/02 James demonstrated a draft database design to Cecilia Berrios and Thomas Martinez who recommended some revisions.
2.3	Test database to ensure that all fields match form fields.	12/02 On-going	Technical Support	
2.4	Determine what reports and ad hoc queries will be needed.	11/02 On-going	Cecilia Berrios	ON-GOING 11/02 Met with James Arldt to discuss possible reporting needs to be set-up after completion of database.
2.5	Explore online option for application for certification through the Department of Information Resources (DIR) as well as hard-copy application forms.	3/19/02 On-going	Cecilia Berrios	ON-GOING 7/9/02 Met with Phil Barrett to continue discussion of TexasOnline for certification program.

				3/20/02 Held first meeting with Phil Barrett, DIR, to introduce the concept of TexasOnline for 24-7 application on-line.
ACTIVITY 3	RENEWAL PROCESS: Develop renewal forms for certification program as well as correspondence to communicate with applicants.			
TASK	TASK DESCRIPTION	START/END	LEAD	STATUS/NEXT STEPS
3.1	Prepare draft renewal forms for CHWs, instructors and sponsoring institutions.	1/03 12/03	Cecilia Berrios	
3.2	Prepare outline of steps for processing renewal forms.	1/03 12/03	Cecilia Berrios	
3.3	Review draft renewal forms for CHWs, instructors and sponsoring institutions as well as outline of steps for processing renewal forms by advisory committee.	1/03 12/03	Advisory committee	
3.4	Generate notifications, acceptance letters or other correspondence.	12/02 On-going	Cecilia Berrios	ON-GOING 1/14/03 Developed notification letter to CHWs to inform individual if application was accepted, denied or incomplete.
ACTIVITY 4	CERTIFICATES AND BADGES: Produce and distribute certificates and badges to qualifying applicants.			
TASK	TASK DESCRIPTION	START/END	LEAD	STATUS/NEXT STEPS
4.1	Identify information to be included in certificate of competency.	11/02 12/02	Cecilia Berrios	COMPLETED 11/02 Developed language to be used in certificate of competence. Reviewed and approved by Office of General Counsel.
4.2	Develop process for printing and distributing certificates of	12/02 On-going	Cecilia Berrios	ON-GOING 11/02 Identified vendor to be

	competency.			used for safety certificate paper. Thomas Martinez will produce certificates. Expiration date and audit number will be assigned to each certificate.
4.3	Identify information to be included on badge. Will the badge include a picture?	11/02 10/03	Cecilia Berrios	COMPLETED 12/02 Developed language to be included in CHW identification card. Approved by Office of General Counsel. Badge will include a picture.
4.4	Develop process for printing and distributing badges.	11/02 12/03	Cecilia Berrios	COMPLETED 12/02 Identified bendor to be used for badge paper. Thomas Martinez will produce badges and scan pictures.
ACTIVITY 5	PROGRAM PROMOTION: Develop promotional packets in English/Spanish to provide applicants information about the certification program. Develop a web site to offer timely information about the training and certification program.			
TASK	TASK DESCRIPTION	START/END	LEAD	STATUS/NEXT STEPS
5.1	Develop promotional materials to accompany application packets for CHWs.	9/02 On-going	Cecilia Berrios	ON-GOING 11/02 Promotional materials for CHW packet were revised, including frequently asked questions, advisory committee charge, committee membership and legislative mandates. 8/02 Promotional handouts for CHW application packets were presented to committee.
5.2	Develop promotional materials to accompany application packets for instructors and sponsoring institutions.	4/03 8/03	Cecilia Berrios	
5.3	Prepare Spanish translation of application form for CHWs.	12/02 On-going	Cecilia Berrios	ON-GOING 12/02 Final revisions were

				made to Spanish CHW application and instructions. 9/17/02 Spanish translation of CHW application was presented to committee and will be field tested in focus groups.
5.4	Prepare Spanish translation of application forms for instructor and sponsoring institutions.	4/03 On-going	Cecilia Berrios	
5.5	Prepare Spanish translation of renewal form.	1/03 12/03	Cecilia Berrios	
5.6	Prepare Spanish translation of promotional packets for CHWs, instructors and sponsoring institutions.	11/02 On-going	Cecilia Berrios	
5.7	Prepare draft of materials to be included in web site.	9/02 On-going	Cecilia Berrios	ON-GOING 10/02: Outline of information to be available on website was prepared.
5.8	Work with technical support to develop web site.	10/02 On-going	Cecilia Berrios	ON-GOING 1/03 CHW web site was rolled-out. 10/02: Working with Thomas Martinez to get website online.